

# Compost Voucher Program

## Product Delivery Information

### Delivery Information

Our staff will provide a confirmation call one (1) business day prior to delivery. You will receive a 3-hour window for delivery. This window is an approximation. A more accurate time will be given to you the day of your delivery. Our delivery drivers will not be dispatched for deliveries until our staff has received a pre-delivery confirmation one (1) business day prior to delivery and a scheduled delivery confirmation the morning of your scheduled delivery. We will be required to reschedule your delivery for another day if our staff is unable to reach you on both days.

**Safety:** Our drivers will assess delivery conditions to prevent injuries and damage. Unsafe delivery conditions will result in delayed or canceled deliveries.

**Damage to Hardscapes:** Our trucks are heavy (roughly the size of a fire truck) and have the potential to crack driveways, concrete, and asphalt. Please confirm that your driveway can withstand the weight and size of our trucks. Our drivers are not authorized to drive on pavers or over curbs and require 35ft of clearance to dump. WM Agri Service and the County of San Diego are not liable for any potential damage resulting from structurally compromised driveways or drop sites. Our composted products have the potential to stain driveways. We recommend protecting drop sites that involve concrete and/or brick with a tarp to prevent staining.

**Capacity:** Our trucks hold between 15-25 cubic yards of Humic Compost per load. Smaller trucks may be used in deliveries depending on the delivery location, accessibility, and truck availability. We recommend scheduling at least one (1) week in advance for all deliveries.

**Muddy Driveways/Drop Sites:** Our drivers are unable to drive through or unload in areas with excessive standing water or mud. WM Agri Service drivers will use their discretion to limit the possibility of equipment getting stuck on property and to prevent damage to the surrounding area.

**Wait-time Policy:** Customers have a 20-minute window to accept delivery. There is a \$2.43 per minute charge after the first 20 minutes. To avoid additional charges, please provide any gate code or special access instructions and make sure the drop area is clear. The County of San Diego will not be responsible for paying wait time charges accrued by the customer. These charges are the direct responsibility of the customer.

**Declining/Rejecting Loads:** We strongly encourage customers to ask questions and examine our products prior to scheduling a delivery. All products are on display at the WM El Corazon Compost Facility. Customers are responsible for delivery charges on loads that are declined or rejected at the customer's request after a product has already been loaded and en route to the drop site. This includes, but not limited to, issues related to incorrect product selection, ordering excess material, inadequate drop-site space, and changes in delivery location. Customers are not responsible for inclement weather or unpredictable events outside of the customer's control.

**Recycled Material:** Our products are manufactured from recycled organics. Many of our post-consumer feedstocks contain debris, largely in the form of film plastics. We remove most non-organic contaminants during our processing, but small, trace contaminants may be visible at the time of delivery. Our products are analyzed each month to make sure they comply with the State of California's tolerance of 0.5% contamination. We work closely with local, county, and state authorities to limit contamination and help the public engage in more thoughtful and effective recycling practices.

### Product Acceptance

**On-site Receiving:** The customer or responsible adult over the age of 18 must be on-site to accept the material. This person is responsible for providing payment if paying with a check, directing our delivery team to the drop-site, and preparing the drop-site with any tarps, cones, and/or other material the customer deems necessary to prevent damage to the underlying surfaces.

**Signed Weigh Master Tickets:** The individual authorized to receive the delivery must sign the Weigh Master Ticket acknowledging product acceptance.

**Material:** Material purchased using San Diego County's voucher program is non-refundable, non-transferable, and cannot be redeemed for cash. Failure to reject product upon delivery shall be deemed acceptance and the product may not be returned.

**WM Agri Service can be reached at 760-295-6255 or [asri-orders@wm.com](mailto:asri-orders@wm.com) for additional questions or scheduling. Additional facility and company information can be found online at [agriserviceinc.com](http://agriserviceinc.com).**

